

Looking Ahead in Healthcare

Singapore's ageing population will put increasing demands on healthcare and sustainability is key. There is a growing need for the NEHR as healthcare systems to integrate service delivery beyond acute hospitals to include providers in the community.

This is necessary in order to render healthcare services at the appropriate level, raise the standard of chronic disease management and empower patients to look after their health proactively.

While the EMRX has enabled the exchange of some medical information across public healthcare institutions, the NEHR is a more robust system that builds upon existing systems, and allows extensions beyond the current provider coverage.

The NEHR extracts and consolidates into one record, clinically relevant information from patients' encounters across the public and private healthcare system throughout their lives. It allows authorised healthcare providers, across the continuum of care, to access your record so as to better support your care.

In other words, you can experience greater convenience while your healthcare team will be able to make more accurate clinical decisions with the NEHR.

How will the NEHR benefit me?

The NEHR will allow patients to enjoy safe and quality care by enabling:

- Timely and up-to-date clinical information at point of care in support of key clinical decisions that can avoid delays in treatment.
- Authorised healthcare professionals to have access to complete information on a patient's condition and medication list. In this way, unnecessary treatments, tests and adverse events can be reduced or avoided resulting in lower healthcare expenses for the patient.



What medical information is shared?

The NEHR will be implemented in phases.

Included below are the types of patient information available in phase 1 of the NEHR:

- 1 Admission and visit history
- 2 Hospital inpatient discharge summaries
- 3 Laboratory results
- 4 Radiology results
- 5 Medication history
- 6 Operative procedure history
- 7 Allergies and adverse drug reactions
- 8 Childhood immunisations

How do you keep my medical records safe?

Only doctors and healthcare staff who are involved in your treatment will have access to your NEHR. All access to your NEHR by the doctors and healthcare staffs are logged and periodically reviewed.

All healthcare professionals are also bound by law and professional ethics to keep your medical information strictly confidential. Unauthorised access into electronic health records is an offence under section 3(1) of the Computer Misuse Act, Cap 50A. Under this Act, healthcare establishments are treated as "protected computer" installations. The enhanced punishment for offences covered under Section 9 of the Act attracts a fine not exceeding \$100,000 and/or jail of up to 20 years for unauthorised access to your data.

For more information

In line with the Government's vision of "One Singaporean, One Health Record", you do not need to do anything more to enjoy the benefits that the new system will bring. These benefits include better prescribing practices, reduced waiting times and better management of the quality and cost of healthcare by ensuring the most appropriate care setting for the patient's condition.

However, if you still wish to opt out of the NEHR, please speak to any of our healthcare providers or service staff who would be happy to help you arrange a meeting with our Counsellors. They will be able to tell you more about the NEHR and your opt-out options. It is important to note though that you will not enjoy the benefits if you are not on the system.

Healthcare institutions provide training to future generations of doctors, nurses and other healthcare professionals. Thus, there may be a need to view medical records for training purposes. But those who view such records are under a legal obligation not to disclose them to anyone. Patient confidentiality and privacy are also respected in medical training.

国家电子健康记录 (NEHR)

2004年起，一些公共医疗机构开始使用电子病历交换系统 (EMRX) 在医疗机构之间查看患者的病历。

2009年，政府宣布建立国家电子健康记录 (NEHR)，这是以个人为中心的综合医疗记录系统，当患者辗转于不同的医疗机构时，它将实现医疗信息的无缝交换。

这一系统的终极目标是让患者享受到便利的医疗服务，高质量的护理，减少重复或不必要的检查，降低用药错误和不良药物事件的发生率。

到2012年6月，所有公共医疗机构、挑选出的社区医院以及挑选出的家庭医生将被纳入 NEHR系统。



展望未来的医疗保健

随着新加坡的人口老化，医疗保健需求将不断增加，因此可持续性是关键。作为医疗保健系统，NEHR需要在急诊医院以外提供服务，使医务人员走入社区，这需要日益明显。

这样可以提供更合适的医疗服务，提高慢性病的管理标准，并赋予患者积极处理健康问题的能力。

尽管EMRX已经实现了一些公共医疗机构之间的医疗信息交换，NEHR是更健全的系统，它建立在现有系统的基础上，使服务范围扩展到当前医疗机构的覆盖范围以外。

NEHR从患者一生中就诊过的公共和私人医疗系统提取临床相关信息，并整合到一份记录中。它允许授权的医疗服务提供者在护理过程中查阅您的记录，以便提供给您更好的护理素质。

换句话说，您可享受更多便利，同时，您的医疗团队通过NEHR可以做出更准确的临床决策。

NEHR将如何使我获益？

NEHR通过以下几点使患者享受安全、高质量的护理：

- 在医疗点提供及时、最新的临床信息，支持重要的临床决策，避免耽误治疗；
- 授权的医务人员可以查阅有关患者病情和用药情况的完整信息，以便减少或避免不必要的治疗、检查和不宜事件，从而降低患者的医疗费用。



哪些医疗信息被共享？

NEHR将分阶段实施。

以下是NEHR第1期纳入的患者信息类型：

- 1 入院和就诊病史
- 2 住院患者出院小结
- 3 实验室检查结果
- 4 放射学结果
- 5 用药史
- 6 外科手术史
- 7 过敏和不良药物反应
- 8 儿童免疫接种

如何保证医疗记录的安全？

只有参与治疗的医生和医护人员能够查阅您的NEHR。医生和医护人员对NEHR的访问都有日志记录，并定期接受检查。

所有医务人员都受法律和职业道德的约束，对您的医疗信息严格保密。未授权查阅电子健康记录将触犯《滥用电脑法令》第50A章3(1)节。根据这项法令，医疗机构电脑系统被视为“受保护的电脑”设施。触犯法令第9节将受到严惩，任何人等未经授权查阅您的资料将处以\$100,000以下罚款和/或20年以下监禁。

更多信息

与政府提出的“一名患者，一份记录”的目标一致，您不需要再做什么就可以享受新系统带来的益处。新系统保证提供最适合患者病情的护理环境，能促进更好的处方实践，减少就医等待时间，更好地管理医疗保健质量和费用。

如果您仍然想退出NEHR，请告知我们的医疗服务人员，他们将乐意协助您安排与我们的辅导员会面。他们将告诉您更多有关NEHR以及退出选项的程序。请您注意：一旦退出系统，您将无法享受上述益处。

医疗机构为下一代的医生、护士及其他医护人员提供专业的培训，因此，医疗记录有时是需要备用查看的。但是那些查看的人员，必须付起法律责任，确保自己不向任何人透露任何信息，包括病患的保密和隐私权利，以及医疗培训等相关事宜。



NATIONAL ELECTRONIC HEALTH RECORD (NEHR)

Since 2004, some public healthcare institutions have been using the Electronic Medical Record Exchange (EMRX) to view patients' medical records across healthcare establishments.

In 2009, the Government announced that a National Electronic Health Record (NEHR) – an integrated healthcare record system centred on an individual – would be built to facilitate seamless exchanges of medical information as patients move across different healthcare settings.

The end goal of such a system is for patients to enjoy a hassle-free healthcare delivery experience, higher quality of care, with fewer duplicate or unnecessary tests, reduced medication errors and adverse drug events.

By June 2012, all public healthcare institutions, selected community hospitals and selected GPs will be on the NEHR system.

